



BOURQUE AND ASSOCIATES
Professional Association
ATTORNEYS AT LAW
835 HANOVER STREET, SUITE 301
MANCHESTER, NEW HAMPSHIRE 03104

FACSIMILE TRANSMISSION

DATE:

FAXED

November 6, 2001

TIME: 3:24 PM

TO: United States Patent and Trademark Office
Examiner William J. Dean, Jr.
Group Art Unit: 2642

PHONE: 703-306-5838
FAX: 703-872-9314

FROM: Bourque Law Offices
Manchester, New Hampshire

PHONE: 603-623-5111
FAX: 603-624-1432

RE: Priority Based Call Handling
Our Reference: DAVOX-159XX

Number of pages including cover sheet: 20

Original of this document to be mailed as well: YES NO

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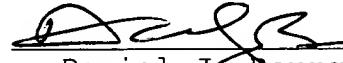
276!
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117-02
JF8
8/26

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:
Commissioner for Patents, Washington, D.C. 20231 on 10-2-02.

By 
Daniel J. Bourque, Esquire
Registration No. 35,457
Attorney for Applicant(s)

OCT 18 2002

Technology Center 2600

PETITION TO WITHDRAW HOLDING OF ABANDONMENT
BASED ON FAILURE OF PATENT & TRADEMARK OFFICE TO RECEIVE RESPONSE

Commissioner for Patents
Washington, D.C. 20231

Sir:

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GROUP 3600

Applicant recently received a notice mailed August 26, 2002 stating that the above-identified application was abandoned for failure to timely file a proper reply to the Office Action mailed on July 3, 2001. The facts in the present matter are as follows:

1. The above-identified application was filed on December 2, 1998. On July 3, 2001, an office action was received rejecting claims 1-19.
2. On November 5, 2001, examiner William Deane, Jr.

In re: Gene W. Lee
Filed: December 2, 1998
Serial No.: 09/203,965
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conducted a telephonic examiner's interview with Applicant's representative, R. Anthony Diehl.

3. On November 6, 2001, a response to the outstanding office action was properly filed along with a petition for a 1 month extension of time under 37 C.F.R. § 1.136(a) and the proper fees by facsimile. (Copy Enclosed.)
4. Said office action response was filed along with a Certificate of Facsimile Transmission under 37 C.F.R. § 1.8(a) dated November 6, 2001 and signed by Applicant's representative, R. Anthony Diehl. (Copy Enclosed.)
5. Said office action response was also filed along with a Transmittal Sheet dated November 6, 2001, signed by Applicant's representative, R. Anthony Diehl. (Copy Enclosed.)
6. Enclosed is a redacted copy of the Facsimile Activity Report indicating that said office action response was properly facsimiled to telephone number 703-872-9314 as per instruction of said Office Action on November 6, 2001. (Copy Enclosed.) Said Facsimile Activity Report indicates that 20 pages were sent at 16:54 (Eastern

In re: Gene W. Lee
Filed: December 2, 1998
Serial No.: 09/203,965
Page 3

Standard Time) and took 5'32 to complete. Said Facsimile Activity Report further indicates that the transmission of said office action response was completed.

7. Along with the filing of said office action response, Applicant's representatives entered into its docket reporting system docketing April 6, 2001 as the date of response to said office action. A copy of this docket sheet is enclosed.

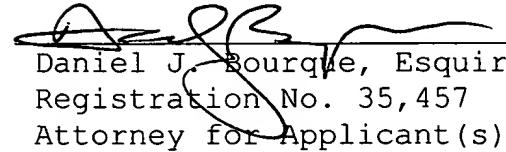
Accordingly, applicant respectfully requests that the commissioner withdraw the Holding of Abandonment.

Applicant believes that no fee is involved with this request, however, if the Office deems that a fee is required, please charge such to Deposit Account No. 02-3285.

The examiner is invited to telephone the undersigned, applicant's attorney of record, to facilitate advancement of the present application.

Respectfully submitted,
Gene W. Lee

In re: Gene W. Lee
Filed: December 2, 1998
Serial No.: 09/203,965
Page 4

By 
Daniel J. Bourque, Esquire
Registration No. 35,457
Attorney for Applicant(s)

BOURQUE & ASSOCIATES, P.A.
835 Hanover Street, Suite 301
Manchester, New Hampshire 03104

Telephone: (603) 623-5111
Facsimile: (603) 624-1432

Date: 10-2-08

OCT-07-2002

 *** ACTIVITY REPORT ***

STATION & TIME	CONNECTION TEL/ID	SENDER'S NAME	NO.	MODE	PGS.	RESULT
*11/01 17:30			7343	AUTO RX	ECM	1 OK 00'53
*11/01 18:05			7344	AUTO RX	ECM	8 OK 00'52
*11/02 00:10			7345	AUTO RX	ECM	1 OK 00'23
*11/02 05:15			7346	AUTO RX	ECM	1 OK 00'54
*11/02 11:43			7347	AUTO RX	ECM	1 OK 00'47
*11/02 12:38			4778	TX	G3	2 OK 01'21
*11/02 14:39			7348	AUTO RX	ECM	1 OK 00'18
*11/02 15:41			4779	TX	ECM	1 OK 00'43
*11/02 16:48			4780	TX	ECM	3 OK 00'25
*11/04 22:25			7349	AUTO RX	G3	1 OK 00'47
*11/05 10:32			4781	TX	ECM	1 OK 00'35
*11/05 13:54			7350	AUTO RX	ECM	8 OK 04'00
*11/05 14:12			4782	TX		0 NG 00'00 0 #018.
*11/05 14:13			4783	TX	ECM	3 OK 00'29
*11/05 14:23			7351	AUTO RX	ECM	1 OK 00'42
*11/05 14:54			4784	TX	G3	3 OK 01'08
*11/05 15:03			4785	TX	ECM	2 OK 00'26
*11/05 15:23			7352	AUTO RX	ECM	10 OK 04'57
*11/05 15:53			7353	AUTO RX	ECM	1 OK 00'39
*11/05 17:59			7354	AUTO RX	G3	1 OK 00'45
*11/05 18:30			7355	AUTO RX	ECM	7 OK 02'52
*11/06 09:33			4786	TX	ECM	11 OK 01'29
*11/06 09:51			4787	TX	ECM	2 OK 00'40
*11/06 10:59			7356	AUTO RX	ECM	1 OK 00'41
*11/06 11:26			4788	TX	ECM	4 OK 01'36
*11/06 11:57			7357	AUTO RX	ECM	1 OK 00'37
*11/06 12:24			4789	TX	ECM	3 OK 01'00
*11/06 12:27			7358	AUTO RX	ECM	1 OK 00'52
*11/06 12:36			4790	TX	ECM	2 OK 00'18
*11/06 12:37			4791	TX	ECM	2 OK 00'18
*11/06 14:40			4792	TX	ECM	2 OK 00'45
*11/06 15:26			4793	TX		0 NG 00'05 0 STOP
*11/06 15:27			4794	TX	ECM	2 OK 01'08
*11/06 15:29			7359	AUTO RX	G3	2 OK 00'52
*11/06 15:31			7360	AUTO RX	G3	2 OK 00'51
*11/06 15:33			4795	TX	ECM	47 OK 10'32
11/06 15:59			7361	AUTO RX	G3	1 OK 00'43
11/06 16:35			7362	AUTO RX	ECM	2 OK 00'48
11/06 16:50			4796	TX	ECM	2 OK 00'38
11/06 16:54	17038729314		4797	TX	ECM	-20 OK -05'32

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Okan — Hawtwell ukeloi

09/05/02
10:40a



Law Offices of Daniel J. Bour

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*Short Format Calendar
Schedule for Call Handling
Case #: DAVOX-159XX
No Events with What = 'PHONE'

Day	When	Time	What	Who	Note	Status
Wed	12/02/98		PAT-FILE			Done
Tue	11/06/01		OA-RESP			Done
Wed	02/06/02		STATUSCK		Status check	Not done
Thu	09/12/02		DEADLINE		file pet to withdraw holding	Not done

Number of Events: 4

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